



ActiveMONTGOMERY QUICK START GUIDE: Creating a New Customer Account

This guide is intended to assist customers with creating a new ActiveMONTGOMERY customer account on www.ActiveMONTGOMERY.org. This account can be used for accessing services from the Community Use of Public Facilities, Montgomery Parks, and Montgomery County Department of Recreation. Unless a field is marked by an asterisk, you may skip fields that do not apply to your account.

Please note:


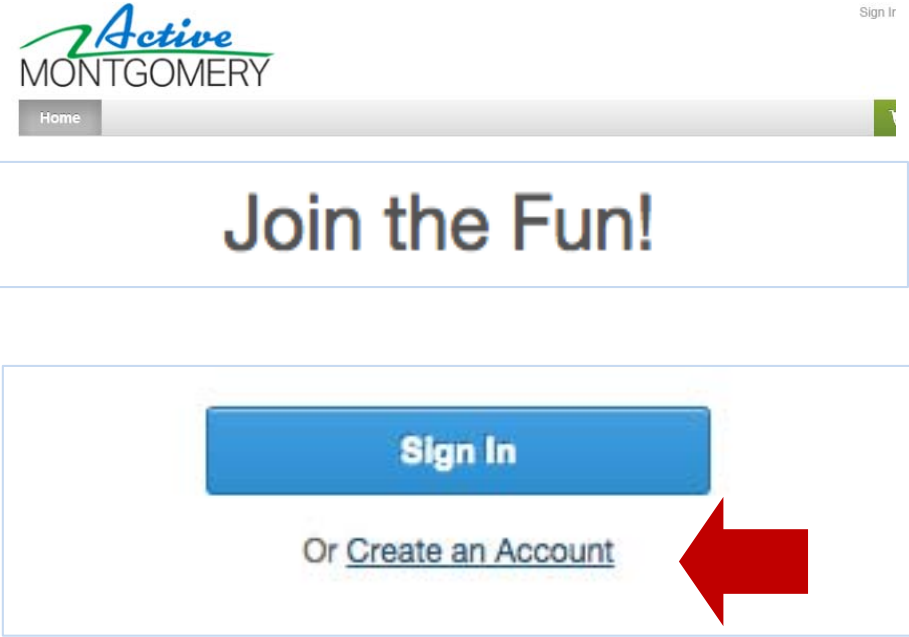
- While the steps will stay consistent, some images may slightly differ as the new site is customized and updated.
- Unless a field is marked by an asterisk, you may skip fields that do not apply to your account.
- The application is also in “the cloud”, so processing may be slow at times. Please wait for each new page to load. Your patience during this transition is greatly appreciated.
- **For security reasons, do not share your account with others.**

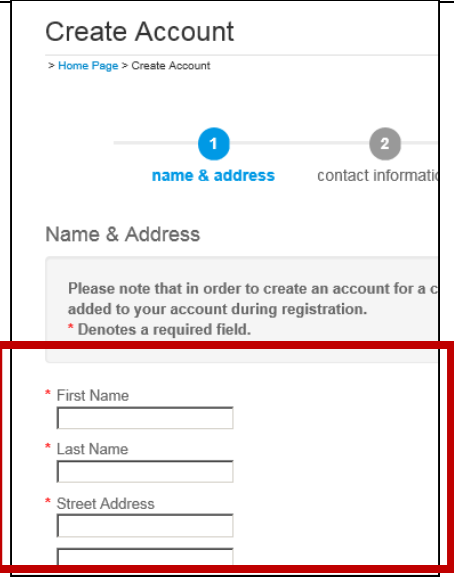
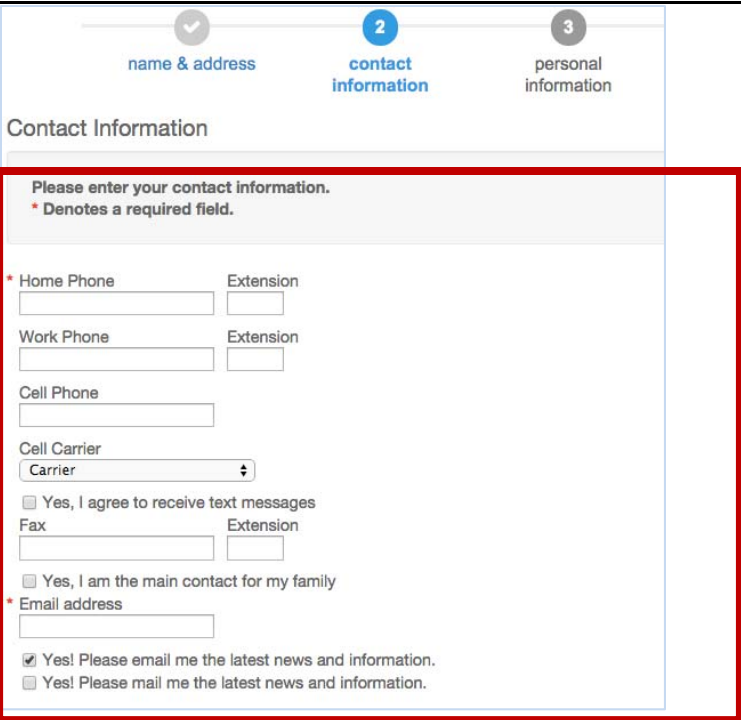
Advance account creation customers

If you received a notice regarding the new reservation system prior to July 3, 2015, you were selected based on your past use of a school or other buildings scheduled by CUPF. Although not all modules have been enabled, we are offering you an opportunity to create an account in advance of the fall submission window.

If you need assistance during the advance account creation period please email cupf@montgomerycountymd.gov

ActiveMONTGOMERY QUICK START GUIDE: Creating a New Customer Account

Step	Action	
1.	<p>Go to http://www.montgomerycountymd.gov/cupf/ Select <i>enroll-me</i></p>	 <p>ent ▾ Departments ▾ Online Services ▾ MC311 ▾</p> <p>Community Use of Public Facilities</p> <p>Login Enroll Me Help</p> <p><i>out to move to the cloud!</i> Beginning July 2015, Community Use of Public Facilities, Montgomery Parks will join the NEW ActiveMONTGOMERY community to provide better</p>
2.	<p>From the Home Page, click on the Create an Account.</p> <p>Create an Account</p> <p>Note: If you receive a message indicating that an account already exists for this email, please see “Duplicate Account or Forgot Password” instructions in the following section.</p>	 <p>Active MONTGOMERY</p> <p>Home</p> <p>Join the Fun!</p> <p>Sign In</p> <p>Or Create an Account</p>

3.	<p>Fill out the Name and Address form completely, including all required fields marked by an asterisk (*)</p>	 <p>Create Account</p> <p>> Home Page > Create Account</p> <p>1 name & address 2 contact information</p> <p>Name & Address</p> <p>Please note that in order to create an account for a company, you must add a company name to your account during registration.</p> <p>* Denotes a required field.</p> <p>* First Name</p> <p>* Last Name</p> <p>* Street Address</p>
4.	<p>Fill out the Contact Information form completely, including all required fields marked by an asterisk.</p> <p><i>All correspondence will be delivered to the Email provided.</i></p>	 <p>name & address 2 contact information 3 personal information</p> <p>Contact Information</p> <p>Please enter your contact information.</p> <p>* Denotes a required field.</p> <p>* Home Phone Extension</p> <p>Work Phone Extension</p> <p>Cell Phone</p> <p>Cell Carrier</p> <p>Carrier</p> <p><input type="checkbox"/> Yes, I agree to receive text messages</p> <p>Fax Extension</p> <p><input type="checkbox"/> Yes, I am the main contact for my family</p> <p>* Email address</p> <p><input checked="" type="checkbox"/> Yes! Please email me the latest news and information.</p> <p><input type="checkbox"/> Yes! Please mail me the latest news and information.</p>

5.

Fill out the Personal Information form completely, including all required fields and questions.

Select “Adult/Guardian” unless you are creating an account for a minor dependant.

Select “Yes” if you will also be using this account on behalf of an organization. Enter the complete name(s) of organization(s) represented.

Ex. Scouts 1000/Boy not Scouts

As needed you will be contacted for additional information to create the organization profile linked to your account.

Personal Information

Please enter your personal information.

* Denotes a required field.

Role in Family

Adult / Guardian

* Gender

Male

Users must be 13 years of age or older.

* Date of Birth

06/01/1930

* Customer Type

General Public

Geographic Area

Please select your Geographic Area...

Medical Alert

Questions

* Will you need an ADA (Americans with Disabilities Act) disability accommodation, such as Assistive Listening/Auxiliary Devices, Sign Language Interpreters?

No

Will you be representing one or more organization(s) for facility reservation purposes?

Yes

* Please enter the name(s) of the organization(s) that you represent.

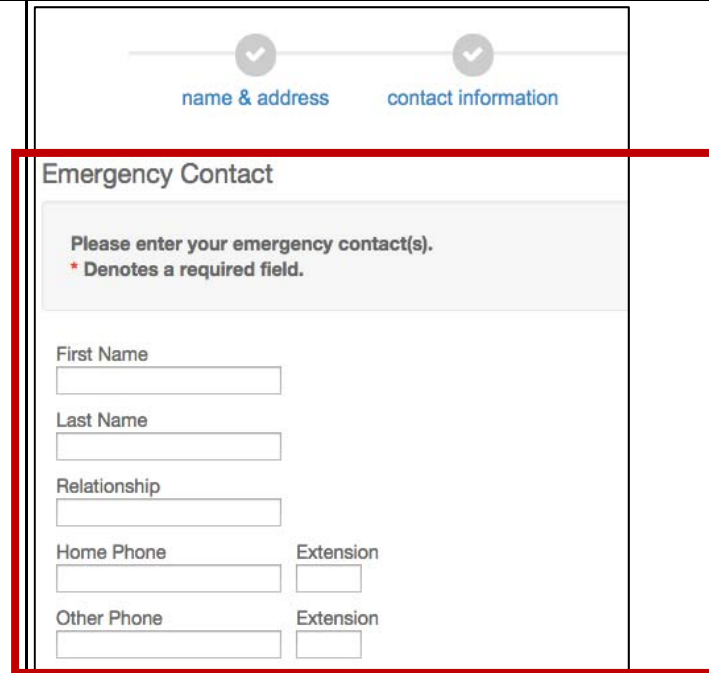
Disney World

Do you plan to conduct events (e.g., meeting, religious service, etc.) at Montgomery County Public Schools?

Yes

How did you hear about us?

6. Fill out the Emergency Contact form
- (Only required for family accounts)

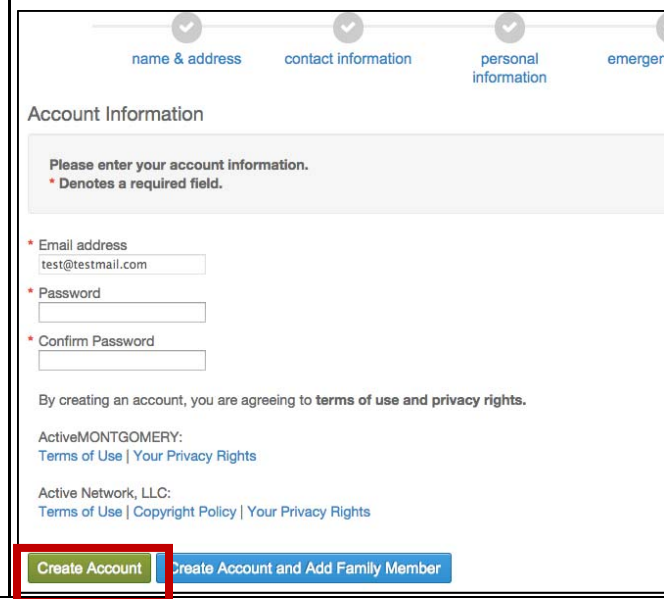


The screenshot shows a progress bar at the top with two steps: 'name & address' (completed) and 'contact information' (current step). Below the progress bar, the 'Emergency Contact' form is displayed. It includes a header with a checkmark icon and the text 'Emergency Contact'. Below this is a grey box with the instruction 'Please enter your emergency contact(s). * Denotes a required field.' The form fields are: First Name, Last Name, Relationship, Home Phone, Extension, Other Phone, and Extension. The 'Emergency Contact' title and the instruction box are highlighted with a red border.

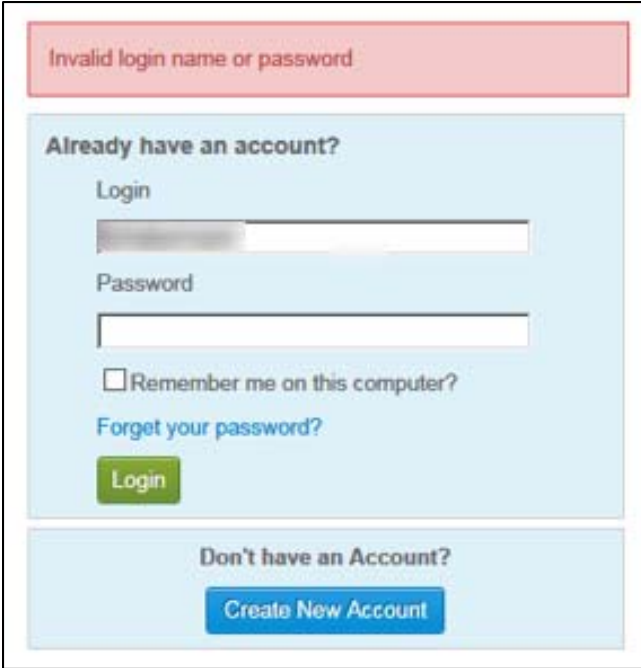
7. Fill out the Account Information form completely, including all required fields.

Click Create Account

Create Account



The screenshot shows a progress bar at the top with three steps: 'name & address' (completed), 'contact information' (completed), and 'personal information' (current step). Below the progress bar, the 'Account Information' form is displayed. It includes a header with a checkmark icon and the text 'Account Information'. Below this is a grey box with the instruction 'Please enter your account information. * Denotes a required field.' The form fields are: Email address (test@testmail.com), Password, and Confirm Password. Below the form fields, there is a section for terms and conditions, including 'By creating an account, you are agreeing to terms of use and privacy rights.' and links for 'ActiveMONTGOMERY: Terms of Use | Your Privacy Rights' and 'Active Network, LLC: Terms of Use | Copyright Policy | Your Privacy Rights'. At the bottom, there are two buttons: 'Create Account' and 'Create Account and Add Family Member'. The 'Create Account' button is highlighted with a red border.

	Duplicate Account or Forgot Password	
	If you receive the “Invalid Login Name or Password” error message, then your email is already associated with an existing account. Follow the steps below to resolve.	
Step	Action	
1	Click “ Forget your Password? ” <div>Forget your password?</div>	 <p>The screenshot shows a login interface. At the top, a red error box displays the message "Invalid login name or password". Below this, a light blue box contains the heading "Already have an account?". Underneath, there are input fields for "Login" and "Password". A checkbox labeled "Remember me on this computer?" is present, along with a blue link for "Forget your password?". A green "Login" button is at the bottom of this section. Below the light blue box, there is a section titled "Don't have an Account?" with a blue "Create New Account" button.</p>

2	<p>Enter your email address in the Email field. Click “Submit”.</p> <div data-bbox="235 267 510 326" data-label="Text"> <p>Submit</p> </div> <p>A temporary account password will be emailed to you.</p>	<div data-bbox="1045 170 1436 224" data-label="Section-Header"> <h2>Forgot Password</h2> </div> <p>Enter your email address, and we will send you a new password.</p> <div data-bbox="1045 360 1478 472" data-label="Form"> <p>* Email</p> <input type="text"/> </div> <div data-bbox="1528 344 1629 472" data-label="Image"> </div> <div data-bbox="1094 483 1375 540" data-label="Text"> <p>Cancel</p> </div> <div data-bbox="1444 483 1717 540" data-label="Text"> <p>Submit</p> </div>
3	<p>Retrieve your temporary password from your email.</p> <p>Follow the prompts to change your password by entering in the provided temporary password and different password of your choice.</p> <p>Click “Save”.</p> <div data-bbox="235 1019 411 1081" data-label="Text"> <p>Save</p> </div> <div data-bbox="235 1252 980 1339" data-label="Text"> <p>New Password must be different than Current Password</p> </div>	<div data-bbox="1045 751 1377 781" data-label="Section-Header"> <h2>ActiveNet Change Password</h2> </div> <div data-bbox="1045 805 2011 857" data-label="Text"> <p>You must change your password in order to proceed because your current password was system-generated.</p> </div> <div data-bbox="1045 865 1236 1071" data-label="Form"> <p>* Login Name <input type="text"/></p> <p>* Current Password <input type="password"/></p> <p>* New Password <input type="password"/></p> <p>* Confirm New Password <input type="password"/></p> </div> <div data-bbox="1045 1114 1205 1133" data-label="Text"> <p>Cancel and Return Home</p> </div> <div data-bbox="1850 1105 2011 1166" data-label="Text"> <p>Save</p> </div>

Updating Account Information	
<p>Select My Account</p> <p>At this screen select</p> <p>Change your Account Address or Personal information (Please note-not all information can be edited)</p> <p>Scroll and update/add your information</p> <p>If you are not able to update a field, such as date of birth, let us know at your convenience.</p> <p>For security reasons, please do not share your account with others.</p>	<div><div>Home</div><div>My Cart</div></div> <div><div>Join the Fun!</div><div>Welcome to YOUR ORGANIZATION. We are proud to offer a wide range of activities and events for the whole family!</div><div>My Account</div></div> <div><div><div><div>Account Activity</div><div><div>Show Your Daily Schedules</div><div>Show and Manage your Wish List</div><div>List Account Deposits</div><div>List Account Credits</div><div>List of Prior Transactions</div><div>List Scholarships</div><div>List Saved Credit Cards</div></div></div><div><div>Online Services</div><div><div>View Your Shopping Cart</div><div>Logoff</div></div></div></div><div><div><div>Account Settings</div><div><div>Change Your Password</div><div>Change Account Address or Personal Information</div><div>Change Information about Family/Friends</div></div></div><div><div>Payment Details</div><div><div>Pay on Account</div><div>List of Account Payments</div><div>View Account Payment Details</div><div>Change Auto-Charge Payments</div></div></div></div></div>